

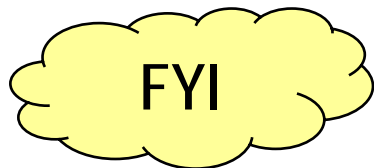


## Employee Express (EEX) Instructions

### To Request a New PIN OnLine\*\*



Arrows Require Action



Yellow "Call Outs" are informational. No action is required

*\*\*This option is NOT available for new employees*



At <http://www.employeeexpress.gov>,  
Select: "Lost or Forgot Pin"

Employee Express - Home Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address <https://www.employeeexpress.gov/> Go Links

**EMPLOYEE PRESS**

CHANGES? NO BIG DEAL!

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### Welcome to Employee Express.

Employee Express puts federal employees in control of their payroll-personnel information.

If your agency is a [participant in Employee Express](#), you can view and make changes online to your personnel-payroll information. Employee Express transfers your change request to your servicing payroll-personnel office eliminating the need to submit a paper form. It is that easy!

### Sign In

Employee Express is an official U.S. Government System for authorized use only. Unauthorized use of this system or the information on this system could result in criminal prosecution. Signing into Employee Express indicates you have read and accepted the [Full Terms and Conditions of Use](#) and you consent to security testing and monitoring.

Social Security Number:   
(no dashes)

PIN:

Sign In

[Lost or Forgot PIN](#)

Show Forgot PIN page.

System Requirements Open Season Information System Availability / Announcements

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Lost or Forgot PIN



SCROLL DOWN

Employee Express - Online PIN - Microsoft Internet Explorer

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### Online PIN Request / PIN Retrieval

If you have lost or forgotten your Employee Express Personal Identification Number (PIN), you may request a new PIN by e-mail or by mail.

**Do NOT request a new PIN, if:**

- You are a new employee. A PIN will be mailed to your address on file as soon as your agency provides your information. This can take up to 30 days. If you have not received your PIN, contact your servicing payroll/personnel office.
- You have already requested a PIN by e-mail.
- You have already requested a PIN by mail.
- You have called the Employee Express Help Desk and requested a new PIN.

By requesting a new PIN in any of the above instances, you will further delay your access to Employee Express.

#### Request a New PIN by E-mail

- Click the "Request PIN by E-mail" button below.
- Complete the Request PIN by e-mail Page. You must enter a valid government e-mail address to complete your request. Press the SUBMIT button to submit your request.
- After Employee Express verifies your information, a temporary password will be sent by

Done, but with errors on page. Internet

Scroll  
down

## Select "Request PIN by E-mail" button

Employee Express - Online PIN - Microsoft Internet Explorer

Employee Express.

### Request a New PIN by E-mail

1. Click the "Request PIN by E-mail" button below.
2. Complete the Request PIN by e-mail Page. You must enter a valid government e-mail address to complete your request. Press the SUBMIT button to submit your request.
3. After Employee Express verifies your information, a temporary password will be sent by the next business day to the e-mail address .
4. Carefully read and follow the instructions given in the e-mail you receive. The temporary password will allow you to establish a new PIN.

**Request PIN by E-mail**

### Request a New PIN by Mail

1. Click the "Request PIN by Mail" button below.
2. Enter the information on the Request PIN by mail page and press the SUBMIT button to complete your request.
3. Your new PIN will be mailed the next business day to your address on file. You should receive your new PIN within 5-7 business days.

**Request PIN by Mail**

You may also request a new PIN be mailed to you by contacting the Employee Express Help Desk at 478-757-3030.

Hearing impaired employees can access TDD by calling 478-757-3117 or 888-880-0412 to request a new PIN by mail.

### Retrieve PIN

Done, but with errors on page. Internet



Fill out **ALL** boxes then scroll down

Employee Express - Online PIN - Microsoft Internet Explorer

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### REQUEST PIN BY E-MAIL

To request a PIN by e-mail, you must complete all items listed below. Additional security measures are required for the security and privacy of your information. For additional information, click HELP at the top of the page.

If the information you enter does not match the information on file submitted by the payroll-personnel servicing your agency, your request cannot be processed.

**USE ONLY ALPHA OR NUMERIC CHARACTERS EXCEPT WHERE INDICATED**

**Name:**

**SSN:**  (no dashes)

**Agency:**

Enter your address on file. For Dept. of State employees assigned overseas, contact your servicing payroll-personnel office to verify your address on file.

**Address:**

**City:**  **ZIP:**

Enter your Government e-mail address.

**E-mail:**

Done, but with errors on page. Internet

Complete ALL  
information  
in ALL boxes

\*\*\*\*\*

Scroll down for  
more



**ALL Information must be complete and accurate before selecting "Submit" button**

Employee Express - Online PIN - Microsoft Internet Explorer

Enter your Government e-mail address.

**E-mail:**  *e.g. john.smith@fra.dot.gov*

**Confirm E-mail:**

**Thrift Savings Plan (TSP)**

☐ No, I do not contribute in TSP

☒ Yes, I do contribute in TSP

Enter percentage or dollar amount  (numbers only)

**Retirement System:**

**Federal Employees Health Benefit (FEHB)**


☐ Not enrolled in FEHB

☒ Yes, enrolled in FEHB

Enter FEHB Enrollment code

To find your FEHB enrollment code, click [FEHB Guide](#)

**Date Of Birth:**  (mm/dd/yyyy)

**Submit** 

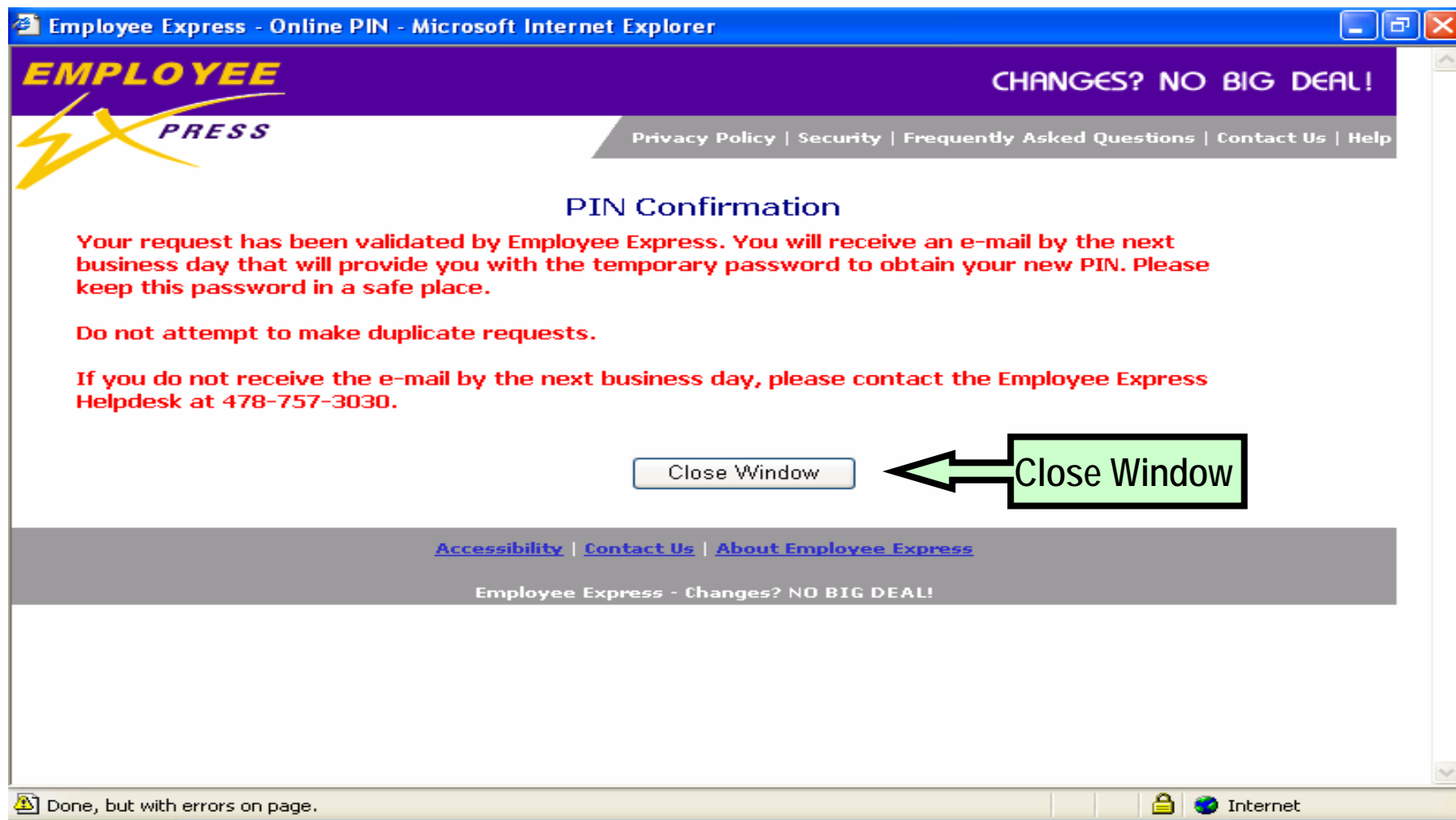
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Employee Express - Changes? NO BIG DEAL!

Done, but with errors on page. Internet



**Read this carefully to understand you will receive a  
TEMPORARY password. Then “Close Window”**

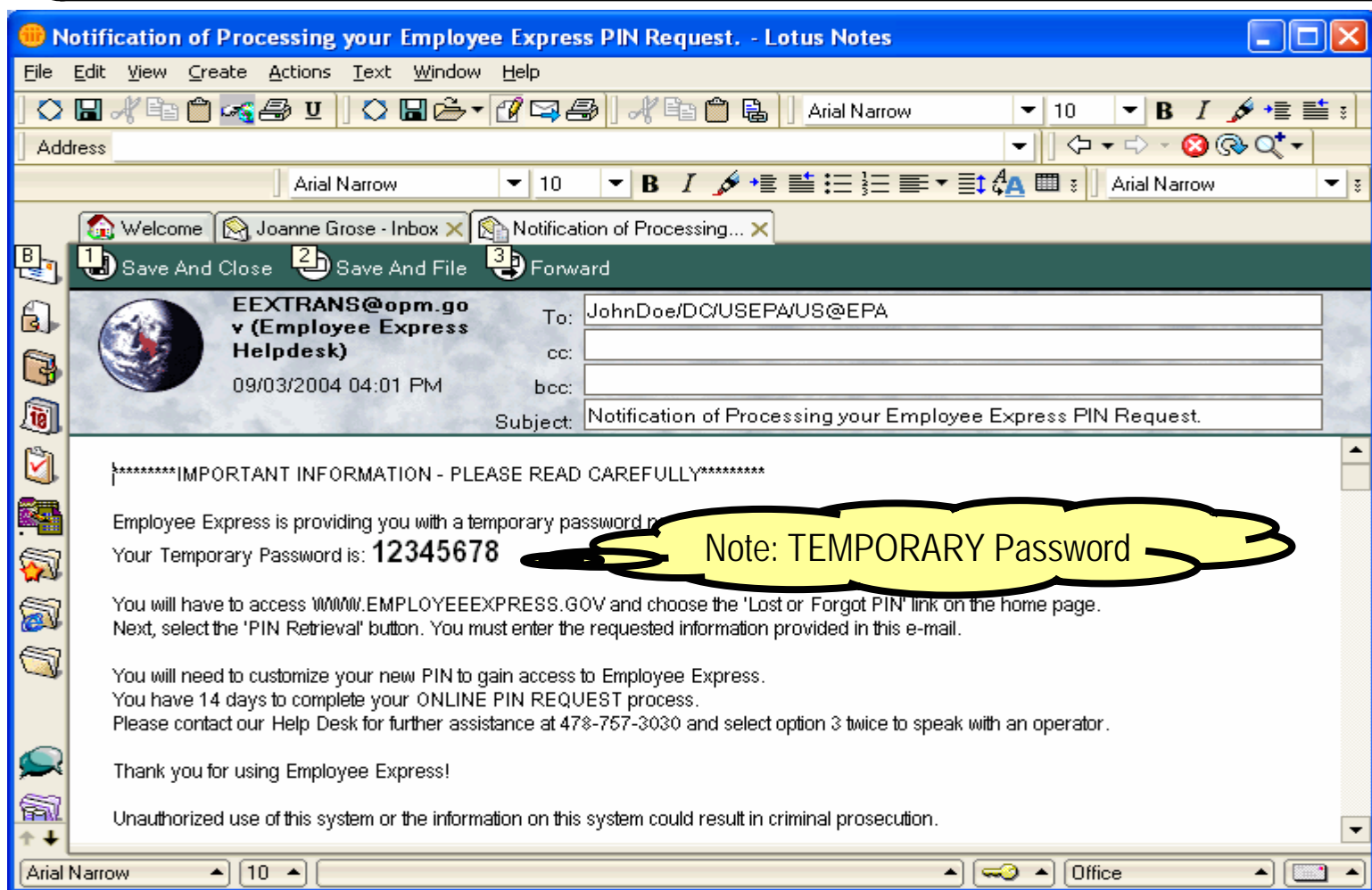




**Within a few hours and no longer than 24 hours, you will receive an email from “EEXTRANS” at OPM with a temporary EEx PIN number.**



Read this EEX Email Example carefully.  
Sent from: EEXTRANS@opm.gov





Return to [www.EmployeeExpress.gov](http://www.EmployeeExpress.gov)  
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Social Security Number: (no dashes)

PIN:

[Lost or Forgot PIN](#)

**System Requirements** **Open Season Information** **System Availability / Announcements**

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Do not use TEMPORARY Password here

Lost or Forgot PIN



**Scroll DOWN**

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**EMPLOYEE EXPRESS**

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### Online PIN Request / PIN Retrieval

If you have lost or forgotten your Employee Express Personal Identification Number (PIN), you may request a new PIN by e-mail or by mail.

**! Do NOT request a new PIN, if:**

- You are a new employee. A PIN will be mailed to your address on file as soon as your agency provides your information. This can take up to 30 days. If you have not received your PIN, contact your servicing payroll/personnel office.
- You have already requested a PIN by e-mail.
- You have already requested a PIN by mail
- You have called the Employee Express Help Desk and requested a new PIN

By requesting a new PIN in any of the above instances, you will further delay your access to Employee Express.

#### Request a New PIN by E-mail

1. Click the "Request PIN by E-mail" button below.
2. Complete the Request PIN by e-mail Page. You must enter a valid government e-mail address to complete your request.  
Press the SUBMIT button to submit your request.

Done Internet

**Scroll down**

## Scroll down and Select "PIN Retrieval"

Employee Express - Online PIN - Microsoft Internet Explorer

### Request a New PIN by Mail

1. Click the "Request PIN by Mail" button below.
2. Enter the information on the Request PIN by mail page and press the SUBMIT button to complete your request.
3. Your new PIN will be mailed the next business day to your address on file. You should receive your new PIN within 5-7 business days.

**Request PIN by Mail**

You may also request a new PIN be mailed to you by contacting the Employee Express Help Desk at 478-757-3030.

Hearing impaired employees can access TDD by calling 478-757-3117 or 888-880-0412 to request a new PIN by mail.

### Retrieve PIN

Click the "Retrieve PIN" button below if you have received an e-mail from Employee Express containing your temporary password.

**PIN Retrieval** ← **PIN Retrieval**

**Close Window**

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Employee Express - Changes? NO BIG DEAL!

Done, but with errors on page. Internet



Complete all Boxes then Select "Submit"

Employee Express - Template - Microsoft Internet Explorer

**EMPLOYEE PRESS** CHANGES? NO BIG DEAL!

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### Retrieve New PIN

- Enter the government e-mail address you entered when you requested a new PIN by E-Mail.
- Enter the temporary password which is contained in the e-mail your received from Employee Express.
- Select your agency.
- Click the SUBMIT button.

**Government E-mail Address:**

**Temporary Password:**

**Agency:**

**Submit**

If you need assistance, please contact the Employee Express Help Desk at 478-757-3030.

Done Internet

**Annotations:**

- Use Emailed TEMPORARY PIN (points to Temporary Password field)
- Select DOT (points to Agency field)



**Enter a New Personal 8 digit PIN twice before  
selecting "Save New PIN"**

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**You must change your PIN at this time to access Employee Express**

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Please enter your new PIN. Remember, it must be 8 numeric digits. You can only enter numbers, anything else will be rejected.

Enter your NEW PIN number :

**(1) Enter a new Personal 8 digit PIN**

Please re-enter your new PIN for verification. Remember, it must be 8 numeric digits. You can only enter numbers, anything else will be rejected.

Reenter your NEW PIN number :

**(2) Repeat Your new Personal 8 digit PIN**

**(3) Save New PIN**

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This action is only to change your Personal Identification Number (PIN). Remember to keep the following in mind when selecting your PIN:  
Do not select a PIN that can be easily guessed by others.  
It is helpful to change your PIN to something that is easy to remember.  
Do not use your birth date or your family members' birth dates.  
To protect your PIN, do not write it down.

Done Internet



## EEX HELP?

EEX Help desk is available Monday through Friday 7 am – 7 pm EST. To contact **EEX Help Desk**, call from work, **(478) 757-3030**. From home call toll-free at **1-888-353-9450**.

During non-business hours, you may leave a message and a Help Desk representative will return your call within 24 business hours. You may also contact the Help Desk by sending a detailed email message to

[EEXHelp@opm.gov](mailto:EEXHelp@opm.gov) with the following information:

(1) Your name - (2) Your employing agency name – (3) Your daytime phone number

Include a detailed description of your problem (for security reasons, **DO NOT** include your Social Security Number (SSN) or Personal Identification Number (PIN) in your message)

Hearing impaired employees may access the TDD by calling **478-757-3117** or **1-888-880-0412**. Visually impaired employees can access the Employee Express telephone system using their agency's designated telephone number. Questions concerning specific personnel and payroll information, should be directed to your servicing personnel-payroll office

For EEx Interactive Voice Recognition System (IVR):

(478) 757-3122 or (800) 743-5721